

DEPARTMENT OF MANAGED HEALTH CARE
Title 28, Section 1300.67.8
Contracts with Providers: Waiting Room Notices

Amend Section 1300.67.8 by adding new subsection (f):

(f) The contract shall require providers to display in a prominent place in each reception and waiting area a notice informing subscribers and enrollees how to contact their plan, file a complaint with their plan, obtain assistance from the Department, and seek an independent medical review. For the purposes of this regulation, a reception and waiting area shall be defined as a room used for the purpose of subscribers and enrollees waiting to receive services from a provider.

(1) The notice shall be displayed in English and in any individually identifiable language that is spoken in the home by ten percent (10%) or more of the households in the U.S. Postal Service ZIP code in which the reception or waiting area is located, according to the US Census Bureau's Census 2000 Summary File 3, Quick Table - P16 for the appropriate ZIP code, which is incorporated by reference.

(2) The notice shall be in a form prescribed, provided and translated by the Department for posting.

(3) The notice and translations can be found at www.dmhc.ca.gov and are available for downloading and printing. In the alternative, hard copies of the notice and translations may be obtained by submitting a written request to the Department of Managed Health Care, Attn: Waiting Room Notices, 980 - 9th Street, Suite 500, Sacramento, CA 95814.

(4) Display of a notice provided by the Office of the Patient Advocate containing the information required by this subsection and in the appropriate language(s) will be considered compliance with these regulations.

Upon the effective date of these regulations, plans shall require providers to post said notice. The provision requiring the notice shall be added to all contracts executed subsequent to the effective date of these regulations.

(5) A provider who demonstrates to the satisfaction of the Department that the provider's actual patient population is made up of less than five percent (5%) of any of the languages for which translations are required under subsection (f)(1) above, may be exempt from displaying a translation in the particular language for which a satisfactory demonstration has been made.

Authority: Section 1344, Health and Safety Code. Reference: Sections 1342, 1367, 1368, 1368.02, 1374.30, and 1374.31 Health and Safety Code.